

IT Applications Unit 4 Self-test Chapter 4

Multiple Choice

Identify the choice that best completes the statement or answers the question.

- ☐ 1. What are the four components of an information system?
- software and hardware, data, personnel and procedures
 - hardware, manipulation, personnel, efficiency and data
 - procedures, hardware, design, evaluation and personnel
 - efficiency, effectiveness, data, manipulation and procedures
- ☐ 2. What is a device driver?
- A program that instructs the operating system how to interact with the hardware
 - A piece of hardware that interacts with the operating system
 - Similar to a firewall and prevents unauthorised access to the information system
 - Used for communication between the operating system and the BIOS
- ☐ 3. What is a programming language?
- A set of devices that coordinate the memory allocated to the computer
 - A set of system units that measure the instructions to a computer
 - A set of device drivers that allows communication to a computer
 - A set of codes that allows a programmer to communicate instructions to a computer
- ☐ 4. In an organisation, another term used to describe personnel is:
- employees.
 - customers.
 - users.
 - programmers.
- ☐ 5. Information can be categorised according to its structure. Categories include:
- analysis, design, development, evaluation
 - senior, middle, operational,
 - detail, summary, aggregate, sample and exception.
 - strategic, tactical, operational, day-to-day
- ☐ 6. What are the four hierarchy levels typically found in companies, from top to bottom?
- senior management, middle management, operational management and operation workers
 - operational workers, middle management, operational management and senior management
 - senior management, operational management, middle management and operational workers
 - operational management, operational workers, senior management and middle management

- ☐ 7. A detailed report differs from a summary report in that a detailed report contains _____ information while the summary report is _____.
a. more specific, more brief
b. more brief, more specific
c. tabulated, more specific
d. more brief, enhanced with more text
- ☐ 8. Long-term decisions made by organisations relating to forward planning are known as:
a. strategic decisions.
b. tactical decisions.
c. operational decisions.
d. day-to-day decisions.
- ☐ 9. Which of the following is an operational decision?
a. Should the organisation increase membership fees?
b. How should the organisation's new website be promoted?
c. Should a damaged product be discounted?
d. Should a new outlet be opened?
- ☐ 10. Middle management is usually responsible for what types of decisions in an organisation?
a. strategic
b. tactical
c. operational
d. summarised
- ☐ 11. An information management problem arises when:
a. staff have clearly defined objectives.
b. an organisation's goals are not being met.
c. the problem-solving methodology is followed.
d. an organisation's mission statement is outlined.
- ☐ 12. For-profit public organisations want to:
a. discuss their organisation's goals.
b. provide shareholders with maximum financial returns.
c. provide services to members or people who are disadvantaged in the community.
d. increase their charity work by extending their services to the disadvantaged.
- ☐ 13. Which of the following is not an organisational goal?
a. Increasing the company's profit margin
b. Providing quality service
c. Arriving to work on time each day
d. Expanding the company
- ☐ 14. If an organisation is looking at increasing efficiency, which of the following are they likely to want to do?

- a. Improve the presentation of their advertising material .
- b. Reduce the amount of time taken to produce monthly reports
- c. Increase the accuracy of their sales figures
- d. Ensure that all relevant information is included in a shareholders' report

- ☐ 15. Effectiveness is defined in terms of:
- a. time, cost and accuracy.
 - b. accuracy, effort and relevance.
 - c. time, cost and effort.
 - d. attractiveness, readability, clarity, accuracy, accessibility, timeliness, communication of the message, relevance and usability.

- ☐ 16. Which type of information system might use batch processing?
- a. office automation system
 - b. decision support system
 - c. transaction processing system
 - d. management information system

- ☐ 17. Which of the following are the four stages of the problem-solving methodology?
- a. analysis, design, testing and implementation
 - b. analysis, design, implementation and evaluation
 - c. analysis, design, testing and evaluation
 - d. analysis, design, development and evaluation

- ☐ 18. Which of the following activities is part of the problem-analysis step?
- a. Install the system and produce user documentation
 - b. Define the problem and define the data requirements
 - c. Check that formulas and validation are working correctly
 - d. Ensure that users are happy with how the new system works

- ☐ 19. Determining which solution is appropriate to produce a solution for an information problem would be which stage of the problem-solving methodology?
- a. analysis
 - b. design
 - c. development
 - d. implementation

- ☐ 20. Once all parties have agreed on the preferred solution, why is it important to seek approval from management?
- a. Because management will design evaluation criteria
 - b. Because management will need to approve the testing
 - c. Because management will start working on the design stage
 - d. Because management will confirm if the suggested solutions meets their needs

Multichoice: Organisations, efficiency/effectiveness

Question 21, (4, 2014)

To evaluate the efficiency of a new online sales form, an organisation could monitor

- A. errors in delivery address details recorded.
- B. incomplete records added to the customer data file.
- C. savings in the costs associated with recording customer data.
- D. the number of orders accepted when stock is no longer available.

Question 22, (2/2014)

During which stage of the problem-solving methodology are criteria determined for evaluating the extent to which a solution meets an organisation's needs?

- A. design
- B. analysis
- C. evaluation
- D. development

Question, 23, (8/2014)

Selling products to customers online will improve efficiency for a business because

- A. price changes can be updated quickly and overhead costs reduced.
- B. direct data entry by customers will reduce delivery address errors.
- C. order totals will be more accurate as they are calculated automatically.
- D. complete product details can be displayed clearly and images can be used to enhance appearance.

Question 24, (9/2014)

The most efficient function to identify the best-selling item in a table containing the last 100 000 products sold is a

- A. count applied to the total sales of all products.
- B. sort of all products by product ID, in descending order.
- C. sort of each product by the total sold, in ascending order.
- D. sort of each product by the total sold, in descending order.

Question 25, (10/2014)

A business owner wants to evaluate the effectiveness of the daily backup procedures followed by the managers in four branch offices.

An appropriate criterion to measure this is the

- A. ease of backing up files.
- B. operational cost of backing up.
- C. currency of the files after a backup.
- D. time taken to carry out the procedures.

Question 26, (5/2013)

A solution developer wants to test the efficiency of using the date convention of mm/dd/yyyy for an online sales form to be used in a global market. He tracks the results of 100 users who were required to enter the current date using this convention.

The best measure to indicate the efficiency of using this convention is

- A.** how quickly each user enters the date.
- B.** the percentage of users who enter complete dates.
- C.** the number of users who accurately enter the current date.
- D.** the number of error messages received by users to indicate incorrect date order.

Question 27, (17/2013)

A business with more than 100 employees tests its disaster recovery strategy by simulating a fire and power failure.

A criterion to evaluate the effectiveness of the strategy to protect the integrity of customer data would be to ask

- A.** can the back-up copies of customer data be quickly accessed?
- B.** is the customer data restored within 30 minutes of power returning?
- C.** are all back-up copies of customer records up-to-date and complete?
- D.** are all appropriate software companies contacted within 60 minutes?